

COMMONWEALTH COMMUNIQUE

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April 2002

Your Retirement Plans: Impact of 2001 Tax Relief Act on Deferred Compensation

By Robert Brown, Executive Director, Kentucky Public Employees' Deferred Compensation Authority

The Economic Growth and Tax Relief Reconciliation Act of 2001 (EGTRRA) was enacted on June 7, 2001. This comprehensive tax legislation has had a dramatic impact on all types of retirement plans.

We will address here the most significant changes to the Kentucky Public Employees' Deferred Compensation Authority 457 and 401(k) voluntary supplemental retirement plans. These changes occur in three principal areas: contributions/deferrals, portability and distributions.

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Prior to EGTRRA, there were distinct differences between the 457 and the 401(k) Plans which made the 401(k) a more popular and flexible plan.

However, on Jan. 1, 2002, EGTRRA's effective date, the vast majority of these differences were eliminated. Let us begin by addressing the changes in your ability to contribute to these Plans.

Limits increase

In 2001, the annual limit for the 457 Plan

was \$8,500 and the 401(k) Plan was \$10,500. The annual contribution limit is now the same for both Plans (\$11,000 for 2002). These amounts will ratchet up to \$15,000 per year by 2006 and will be indexed thereafter in \$500 increments.

Another very favorable provision of the EGTRRA legislation was the repeal of the rules requiring the coordination of deferral limits between participants in 457 Plans and 401(k) and 403(b) Plans. This is very beneficial to participants in the Authority's Plans, because in 2002 you can contribute up to \$22,000 (\$11,000 in each Plan). The Kentucky program is one of only 12 state plans able to offer participation in both a 457 and a 401(k) Plan.

457 Plan catch up limits also increase

EGTRRA has also dramatically enhanced the three-year catch up provision of the 457 Plan. Before 2002, participants could defer up to \$15,000 per year -- during the three years prior to full retirement -- to the 457 Plan. In 2002, a participant eligible for the three-year catch up provision can defer up to a maximum of \$22,000 (2 x annual \$11,000 limit). This amount increases each year, as the annual deferral limit increases, until it reaches \$30,000 in 2006.

This means a participant who is eligible to make the maximum three-year catch up contribution in 2002 could conceivably contribute up to \$33,000 to the Authority Plans in 2002 (\$22,000 in 457 Plan catch up plus \$11,000 in 401(k) annual deferrals).

(Continued on page 2.)

Retirement Plans (Continued from page 1.)

Good news for age 50 or older

In addition, EGTRRA introduced a new age 50 catch up provision into the 457 and 401(k) Plans. Any participant who will be at least age 50 in 2002 may make an additional catch up contribution to the Plans for 2002. The maximum age 50 catch up amount for 2002 is \$1,000 in each Plan. This amount increases \$1,000 each year through 2006 and is indexed thereafter.

There is, however, one exception in the 457 Plan. If you are eligible for the three-year catch up, you are prohibited from making the 457 Plan age 50 catch up until the 3-year catch up has been exhausted. This does not prohibit you from making the age 50 catch up in the 401(k) Plan.

So, using our previous example, if an individual is age 50 in 2002, the total possible annual deferral for 2002 increases to \$34,000 (\$22,000 in 457 Plan catch up plus \$11,000 in 401(k) Plan annual deferrals plus a \$1,000 401(k) age 50 catch up). Congress has really made an urgent appeal to encourage citizens to save for retirement. As you can begin to see, the real winners in this legislation are the deferred compensation participants. Hopefully, you will realize the importance of supplemental retirement savings to your financial future and take advantage of these wonderful new legislative provisions.

Transfer/rollover of assets now easier

Portability is another important issue which EGTRRA favorably addressed. Effective in 2002, EGTRRA enhanced a participant's ability to transfer assets between different types of retirement plans upon the occurrence of a benefit event. Plan assets may be transferred between 457, 401(a), 403(b), 401(k) and IRAs. For instance, should you change employers this affords you considerably more flexibility in the movement of your retirement savings accounts than ever before.

EGTRRA, furthermore, allows 457 participants to purchase service credits with their 457 funds without the occurrence of a benefit event. Many 457 Plan participants have already utilized this change to assist them in the purchase of the five years of phantom service airtime.

A note of caution

It is important to emphasize with the liberalization of the portability provisions, that a number of for-profit investment firms have begun an advertising campaign directed at

retired and retiring 457 Plan participants. Their intention is to persuade you to rollover your 457 funds into their IRA products. You need to be aware of those efforts and be sure you completely understand the investments fees associated with those programs before taking any action.

The Authority is very up front with the fees being charged in its Plans (which by the way are among the lowest in the nation). The only fee associated with the Authority program is a small asset fee which averages less than 1/3 of 1%. We do not charge participants a transaction fee when they make changes to their accounts. Transaction fees and surrender charges are common with for-profit plans. We also offer participants a full range of services including payout assistance with your account.

Distribution changes

EGTRRA's third major area of retirement plan change is distributions. Beginning in 2002, 457 Plan distributions will be taxed in the same manner as a qualified plan (for example, the 401(k) Plan). As a result, distributions from the 457 Plan will now be subject to the eligible rollover distribution rules like qualified plans. Also, the constructive receipt rule applicable to 457 Plans was repealed. This means 457 Plan participants no longer have to make an irrevocable election as to when benefits are to commence. Further, the 457 Plan substantially non-increasing benefit rule was eliminated by the new legislation, as well. This means you now may have the ability to change your payout after it has commenced. Before the law change, you did not have this opportunity.

EGTRRA is very good for governmental plans and their participants. EGTRRA is complex to understand, but hopefully this brief update will help you realize the tremendous value of these new rules to you.

Should you have any questions regarding this legislation, please contact the Authority office at 1-800-542-2667, or in Frankfort, call 573-7925.

To view a table summarizing all the major changes in the law impacting the Kentucky Public Employees' Deferred Compensation Authority's 457 and 401(k) Plans, please visit the Authority's Web site at www.kentuckydcp.com.

First click on "News," then click on "Pension Reform Update."

Employee Performance Evaluation Update

Annual Leave Awards Credited April 30

By Johnny Keene, Personnel Cabinet, Office of Performance Management

All eligible employees who received a 2001 annual evaluation that resulted in one of the two highest possible overall ratings (Highly Effective or Outstanding) will have the leave earned credited to their leave balance and reflected on their April 30 paycheck.

Employee annual leave, as it relates to performance evaluation, shall be awarded as a performance incentive at the following rates:

- 1) Two workdays, not to exceed 16 hours, for an "Outstanding" rating

- 2) One workday, not to exceed eight hours, for a "Highly Effective" rating

Please check your leave balance to ensure that any leave you have earned as a result of performance evaluation is properly credited in the leave balance portion of your April 30 paycheck.

If you have questions, please contact your agency employee evaluation liaison in your agency's central personnel office, or you may contact the Office of Performance Management in the Personnel Cabinet at 502-573-0325.

Employee Suggestion System Awards

In 2002, the Employee Suggestion System (ESS) entered its 23rd year. The cash incentive program has realized a total first-year savings of \$26 million since it began in 1981. Award-winning suggestions for 2001, recognized during the program's 22nd annual awards ceremony in December, represented a total savings of over \$8 million during the first year of implementation.

At the ceremony, Gov. Paul Patton greeted the award recipients and thanked them for their efforts at finding innovative ways to improve state government operations. Carol Palmore, Secretary of the Personnel Cabinet, presented 36 cash awards, totaling \$29,541.24.

Cash awards and certificates are presented for implementation of ideas that result in improved safety and efficiency in operations, cost reduction and cost avoidance, improved public relations, and an increase in state revenues. The awards range from a minimum of \$100 to ten percent of the first-year savings, up to a maximum of \$2,500. Awards of \$100 may be given for ideas that are adopted but have intangible savings. Each cash award is paid by the state agency that benefits from the suggestion.

Each agency has an ESS coordinator, who works under the direction of the state ESS coordinator. Debbie Bohannon, formerly with the Department for the Blind, is the new state coordinator, effective April 1.

For more information, contact your agency's ESS coordinator, or contact the state coordinator at 1-800-471-1753 (in Frankfort, call 564-3433).

22nd annual award recipients, and award amounts:

Families and Children: Rosa A. Browning, Angela Gullette, and Mindy Waldner, \$100 each;

Health Services: Stephanie Griffin Mitchell, \$182; and Gary Meredith, \$979.

Education, Arts and Humanities: Paula Kinsolving (Now with Education Professional Standards Board), \$2,500.

Justice: Mary Jo Higgins and Celeste Mullins, \$100 each; Brenda Priestly, \$198; Kerrie Leah Dehorty, \$298; (Joint suggestion) Alvin Owens and Heather Johnson, \$394; (Joint suggestion) Peggy J. Cook and Valerie Estill, \$1,237.99; Jimmy L. Luttrell, \$2,000; Brenda J. Hatchell, \$2,500.

Personnel: Marilyn M. Vance, \$100.

Public Protection and Regulation: Connie J. Arthur, \$233; Jane Gritton, \$937.24.

Revenue: Leslie Cheatham, \$100; James Koontz, \$2,500.

Transportation: Linda L. Hill, \$100; Iva L. Wade, \$100; Rebecca H. Mohr, \$216; Rita Wilson, \$1,494; Glenn Anderson, \$2,500; Michael D. Hardin, \$2,500.

Workforce Development: Linda Graves, \$1,104; (Joint suggestion) Greg Dempsey and Darnell Nunnery, \$2,500.

Agriculture: James Trammel, \$483; (Joint suggestion) Theresa Caudill and Michael Cocanougher, \$1,386.

Life Insurance: a Basic Benefit

By Sharon Spencer, Branch Manager, Group Life Insurance

Both your Basic Life Insurance and your Accidental Death and Dismemberment Insurance are provided to you by the Commonwealth of Kentucky at no cost to you.

Although this basic coverage (\$20,000) may be sufficient for some, for many, additional coverage may be necessary to provide essential financial protection to you and your family. That's why we are pleased to offer you Optional Life Insurance and Dependent Life Insurance for your family. You have the option of enrolling under one or both of these coverages.

The Group Life Insurance Branch will provide each employee with an individual summary of coverage over the next few months. After you receive the summary, please review it and advise the branch of any corrections. Please remember, this policy is only effective for eligible employees while working for the location listed on the summary, and only if premiums have been paid to date.

Following are some questions you may have about this coverage. If you need additional information, please contact your insurance coordinator or the Personnel Cabinet's Group Life Insurance Branch at (502) 564-4774 or 1-800-267-8352.

Questions and Answers: Group Life Insurance

Q. Who is eligible to enroll in the Optional Life Insurance?

A. Any employee who is in the covered classes: "state employee", "employee of a local board of education", "local health department employee", and "elected state officials." For definitions of classes, see your Certificate Booklet.

Q. How much protection does the Optional Life Insurance provide?

A. Four levels of protection are available.

Plan 1	\$ 5,000
Plan 2	\$10,000
Plan 3	One times annual salary*
Plan 4	Two times annual salary*

* Under Plans 3 and 4, insurance amounts will be the annual salary at the time of enrollment. Evidence of insurability will be required for insurance over \$150,000.

Q. How do I enroll in the Optional Life Insurance?

A. A new employee can select optional insurance within 30 days from their hire date by completing an enrollment form. If an employee is a transfer or wants to pick-up additional coverage without a qualifying event, they must complete an enrollment form selecting the optional plan and complete an evidence of insurability statement.

Q. How much will enrollment in the Optional Life Insurance cost me?

A. The monthly cost is based on your age and the plan you select.

<u>Age</u>	<u>Rate Per \$1,000 of Life Insurance</u>
Under age 40	.21
40 - 59	.50
60 and over	.80

Q. If my salary increases and I have Optional Plan 3 or Plan 4, will my coverage automatically increase?

A. No. Within 30 days of a salary increase, you must complete an application to change your coverage. Increasing your amount of insurance will also increase your premium.

Q. Will my rates for Optional Life Insurance ever change?

A. Your rates will increase when you turn 40 or 60. Your premium will also change with a volume increase.

Q. If I should leave my job, is it possible for me to continue my Life Insurance?

A. Your insurance will terminate on the first day of the second month following the month your employment ends.

However, in the 31 days following the termination of your coverage, you can convert your Basic Life Insurance, Optional Life Insurance and Dependent Group Life Insurance coverage to an individual policy without having to furnish evidence of insurability. If you die within this 31 day period, this insurance will be paid whether or not you have applied for an individual policy.

Q. I am interested in providing protection for my family. How much protection does the Dependent Group Life plan provide?

A. It depends on which plan you choose for your family.

	<u>Spouse</u>	<u>Children 0 - 6 Mo.</u>	<u>Children 6 Mo. - 18 Yr.</u>
Plan A	\$10,000	\$ 2,500	\$5,000
Plan B	5,000	1,500	3,000
Plan C	5,000	_____	_____
Plan D	10,000	_____	_____
Plan E	_____	2,500	5,000

Q. What is the cost for the Dependent Group Life?

A. The monthly contributions are:

Plan A	\$10.00
Plan B	\$ 5.35
Plan C	\$ 2.25
Plan D	\$ 7.90
Plan E	\$ 3.25

Q. When does the Optional Life Insurance and/or Dependent Group Life start?

A. The additional insurance becomes effective on the first day of the second month from your employment date. Evidence will be required if you enroll later than 30 days from the date of your employment. If evidence of insurability is required, coverage will be effective on the first day of the month following the date the insurance carrier accepts your evidence of insurability.

Q. Are there any cash values under the Optional Life Insurance and/or Dependent Group Life?

A. No, this is strictly term insurance.

Q. If I decide I want less coverage, can I decrease my Optional Life Insurance and Dependent Group Life Insurance?

A. Yes. Simply complete an application requesting a change to a Plan with less coverage. Remember, if you decide to increase your coverage later, you must provide evidence of insurability.

Q. When does the Optional Life Insurance and/or Dependent Group Life end?

A. The Optional and Dependent Insurance will end: (1) On the first day of the second month following the month of termination of employment,

(2) if the plan is discontinued, (3) if you stop making contributions, (4) if the dependent dies or is no longer eligible, or (5) if you are no longer an eligible employee.

Q. How can I change my beneficiary?

A. Request a Beneficiary Designation form from your insurance coordinator or the Group Life Insurance Branch. Complete and date the form and return it to your insurance coordinator.

Q. Does the insurance pay a benefit when death is due to suicide?

A. Yes. But the Accidental Death Benefit that comes with Basic and Optional Insurance excludes payment when loss of life is due to a suicide.

Q. Can I cancel my Optional Life Insurance and Dependent Group Life at any time?

A. Yes. Complete an application, checking your intent to terminate coverage and return the completed form to your insurance coordinator.

Q. How are benefits obtained when there is a claim?

A. Contact the employee's insurance coordinator to complete the proof of death form. After completing the death claim, submit with required forms to the Group Life Insurance Branch. Any premiums that have been paid after the coverage is terminated will be refunded to the employee or the employee's estate.

What's Coming in Communiqué?

In July, the Spotlight Agency will be the Kentucky Higher Education Assistance Authority, and articles throughout that issue will focus on education. (For a preview of information invaluable to parents of college-bound students, see pages 22 and 23 of this issue.)

As noted in the January issue of *Communiqué*, the October issue will include a special recognition – in honor of Veterans' Day – of state employees who are veterans or currently on active duty. First, we need to know who you are, and many of you have responded. If you haven't already done so, please contact *Communiqué* by Aug. 27 at the Personnel Cabinet, 200 Fair Oaks Ln., Frankfort, or MargaretA.Harney@mail.state.ky.us.

New Mediation Program to Help Employees Resolve Disputes

By Linda House, Kentucky Employee Mediation Program

Help in solving disputes among employees, or between employees and supervisors, is now available through the Kentucky Employee Mediation Program (KEMP), a new program in the Personnel Cabinet's Department for Employee Relations.

KEMP will become a statewide program, as agencies are gradually phased in, but it is now available to employees of the Personnel Cabinet, the Department for the Blind, and the Departments of Agriculture, Local Government, and Insurance. In addition, the Personnel Board has formed a partnership with KEMP, and is recommending mediation in some cases that come before the Board.

Mediation is a form of dispute resolution where a neutral mediator facilitates a meeting between parties in conflict, and helps them reach an agreement that is acceptable to both of them. The mediator does not make decisions or advocate certain positions. Nationally, mediations are successful in over 80 percent of cases.

"We see a significant number of cases at the (Personnel) Board which would be better served by attempting mediation rather than going through the full-blown, more formal hearing process," said R. Hanson Williams, Executive Director of the Personnel Board. "We encourage appointing authorities and employees to view mediation with an open mind. In many cases, this process can help the parties achieve a much quicker resolution."

Cases to be mediated by KEMP can include disputes between employees, between employees and supervisors, and workplace environment issues. If the parties in a mediation case do not reach a resolution, they can pursue other forms of dispute resolution available to state employees, such as the grievance process or the Personnel Board appeal process.

During mediation, the parties can expect the mediator to explain the process of mediation and the role of the

mediator, and to answer any questions. The parties sign an *Agreement to Mediate*, in which they agree to keep the contents of the mediation confidential, to try to reach a resolution, and not to involve the mediator in any subsequent hearings about the case. The mediator gathers information, helps clarify issues, and gets the parties moving toward a solution.

Once an agreement is reached, the mediator writes and signs the specific agreement, and gets the parties to sign it. The parties are given a copy of their agreement, and are expected to honor its terms.

In many cases, this process (mediation) can help the parties achieve a much quicker resolution.

R. Hanson Williams
Executive Director
Personnel Board

When a dispute originating with the Personnel Board as an appeal is referred to mediation, and an agreement is reached, the case goes back to the Personnel Board as a settlement agreement, and is stamped with the Board's approval.

Before any mediation, the parties need to decide what issues are to be mediated, be prepared to listen respectfully to

the other party's point of view, and to work toward a solution. Since the mediator is a neutral facilitator – and not an investigator – it is not necessary to prove anything. The mediator's role is not to decide who is right and who is wrong. It is expected that the parties will, in good faith, bring relevant information necessary to resolve the issues.

Mediation through KEMP is free of charge and occurs on work time. Three hours are normally scheduled for the mediation, and most mediations are resolved in two to three hours. It is within the mediator's discretion whether to continue a session, if it exceeds three hours, or to schedule another session.

Look for more information on KEMP in the July issue of *Communiqué*. You may also contact Linda House or Shanea Bush, mediators, at 1-800-471-1753 (564-3433 in Frankfort), for additional information.

Horse Park Exhibits 2002: *Horses of the Civil War* and *Why Did You Get That Hat?*

By Amity Brannock, Kentucky Horse Park

From all great wars, there come stories of outstanding valor, incredible courage and triumph over insurmountable hardships. With the Civil War's divisive struggle among countrymen, many heroes were created and many stories were born that fill our record books and our imaginations just as vividly today as nearly a century and a half ago.

Serving alongside their human partners, horses played a significant role in the stories that went down as Civil War history. They were faithful companions who were always ready to serve without taking sides. Appreciated and loved, but not fully recognized for their unique supporting role, horses were the true unsung heroes of the Civil War.

From May 24 to Sept. 10, the Kentucky Horse Park will present *Horses of the Civil War*, an exclusive exhibition that explores the stories of these horses who so valiantly served alongside their human partners.

The exhibition will explore the role of the horse, both on and off the Civil War battlefield, through photographs, original narratives, paintings, sculpture and equestrian equipment of the period. It will show how horses were gathered, transported, housed, fed, trained and equipped to serve alongside the officers and soldiers on both sides fighting in the War Between the States. An exhibition of art and memorabilia from private and public collections around the country, *Horses of the Civil War* finally recognizes these valiant unsung heroes.

Why Did You Get That Hat?

In addition to the exciting *Horses of the Civil War* exhibition being presented this year, the park is also pleased to showcase an outrageous collection of Royal Ascot hats and costumes designed and created for Gertrude Shilling by her son, British Hall of Fame designer, David Shilling.

Why Did You Get That Hat?-Mrs. Shilling's *Outrageous Outfits for the Royal Ascot Races*, May 3 - Sept. 2, is a collection of famous hats and their coordinating outfits that were worn once at the Royal Ascot Races and rarely, if ever, seen again in public.

Before becoming a Hall of Fame designer, David Shilling was an international banker who designed hats for his

State employees may use the coupon at right for reduced admission, for up to six people, to the Kentucky Horse Park and to both exhibits, *Horses of the Civil War* and *Why Did You Get That Hat?*.

mother on the side. The Royal Ascot tradition was started with the first hat he made for his mother, which was a sensation in the stands and landed Mr. and Mrs. Shilling on the front page of the newspaper. Shilling is credited with reviving hats during the late 20th century.

For more than 30 years, Mrs. Shilling wore bold and unusual hats and costumes to this event and became a favorite of the media and a household name in Britain. She was described in her *London Times* obituary as "one of the most colorful and eccentric personalities of the past four decades." From her first showing at the Royal Ascot races, she continued to astonish and amaze race-goers with her son's wild, glamorous, and sometimes controversial, creations becoming a must-see part of the racing calendar, and a national institution.

Both *Horses of the Civil War*, and *Why Did You Get That Hat?* are included with the general admission ticket to the Kentucky Horse Park of \$12.00 for adults, \$9.00 for students, and \$6.50 for children ages 7-12. Children 6 and under are admitted free.

KENTUCKY HORSE PARK International Museum of the Horse

presents

"Why Did You Get That Hat?"

Ascot Hats & Costumes of David Shilling
and

Horses of the Civil War

Redeem this coupon at the Kentucky Horse Park to receive reduced admission to the only park in the world dedicated to man's love of the horse. Admission includes the park's regular daily attractions, the American Saddlebred Museum, and the special exhibitions, "Why Did You Get That Hat?" and *Horses of the Civil War*.

\$2.00 off adult admission
\$1.00 off youth admission
age 7-17

Children 6 and under are always free!



4089 Iron Works Pkwy.
Lexington, KY 40511
(800) 678-8813
www.kyhorsepark.com



"Why Are They Still Sick?" First Lady Hosts March of Dimes Planning Group

By Channell Barbour, Governor's Communications Office



First Lady Judi Patton

First Lady Judi Patton hosted the 2002 March of Dimes kickoff luncheon at the Governor's Mansion Feb. 7. Guests met to discuss plans for this year's walk, and the First Lady accepted the 2001 Community Partnership Award.

"I'm going to accept this award on behalf of all the heroes in this room and the heroes all the way across this great Commonwealth who'll be walking this year for the betterment of their children, and saving their lives," said Mrs. Patton.

More than 50 March of Dimes coordinators attended the kickoff, where several guest speakers – including Kelly Mitchell, Community Director of the Bluegrass Division of the March of Dimes – spoke on the importance of fundraising, and research and development in finding treatments for saving babies.

During the presentations, Rodney Webber, Vice President of Business Development at the Kentucky Employees Credit Union, told the story of his 4-year-old daughter, who has seen him devote his time to saving babies, and asked, with all the work he does, "Why are they (babies) still sick?"

The March of Dimes is a unique partnership of volunteers and professionals that provides leadership in the treatment and prevention of birth defects and infant mortality.

For the past five years, First Lady Judi Patton has worked diligently with the March of Dimes' and the WalkAmerica campaign, educating the public about the importance of early and regular prenatal care, and the dangers of using drugs, tobacco, and alcohol during pregnancy.

"It is with great honor that I serve as the March of Dimes WalkAmerica Honorary Chairperson," she said. "Each year, our wonderful state government employees respond in significant numbers to raise money to support the March of Dimes' campaign, *Saving Babies Together*. The employees graciously and generously participate because they support the March of Dimes' programs for research, community service, education, and advocacy. They care that all our babies have the best start possible in life."

Each year the March of Dimes sponsors community walks during April that involve corporations, state government employees, and individuals, who all devote their time to raising money to find cures for birth defects. A lunch-hour walk, beginning at the Capitol Annex steps, was held on April 12 for state employees working in Frankfort.

Help for All New Parents

The Kentucky Guide for Families booklet and *The First Years Last Forever* video are the products of a joint venture between the Governor's Office of Early Childhood Development and the Kentucky Hospital Association (KHA).

Effective April 1, new parents at all KHA hospitals are receiving the video and the comprehensive parenting guide.

For more information on the Governor's Office of Early Childhood Development, visit its Web site at <http://www.state.ky.us/agencies/gov/ecd/index.htm>.

Healthy Babies Campaign Shines at Ad Club Awards

The prestigious Best of Show was just one of several awards presented for the Healthy Babies Campaign at the annual Lexington Advertising Club's ADDY Awards on Feb. 23.

The comprehensive advertising and public relations campaign was created by Meridian Communications for the Governor's Office of Early Childhood Development and the Cabinet for Health Services. The Healthy Babies campaign encourages women to make healthy choices, such as taking vitamins and not drinking or smoking during pregnancy.

ADDY Awards were presented for the Healthy Babies campaign in the following categories:

- ◆ Best of Show for the Healthy Babies Campaign
- ◆ Gold Addy Awards for the Radio Division, two for the Television Division, one for Visual/Audio Elements of Advertising, Music & Lyrics, Musical Score, and the Public Service Division
- ◆ Silver Addy Awards for the Collateral Material Division, the Out of Home Division, Transit Interior, Outdoor Transit Kiosk, Mall Kiosk, Mixed Media Division, and two for the Public Service Division

The Lexington Advertising Club ADDY Awards Competition is the first of a three-tiered national competition conducted annually by the American Advertising Federation. The national ADDY Awards are the advertising industry's largest honor recognizing creative excellence.

Healthy Mothers = Healthy Babies

Folic acid, a B vitamin, helps prevent a substantial number of birth defects. Folic acid tablets are available at local health departments. For more information, contact your local health department or other health care provider.

May is Women's Health Month

Gov. and Mrs. Paul E. Patton proclaim May to be Women's Health Awareness Month in Kentucky. The goal is to educate and inform as many women as possible on the health threats they may face during their lifetime, and arm them with preventive strategies for keeping themselves and their loved ones healthy.

The Office of Women's Physical and Mental Health in the Cabinet for Health Services is partnering with other agencies interested in the health and well-being of women to distribute educational and informative messages. The focus will be on five important health issues: arthritis, smoking, physical activity, cancer, and mental health. The month will be filled with a series of community presentations, media events, a women's health fair, as well as other exciting projects. For more information, call the Office of Women's Physical and Mental Health at (502) 564-9358 or visit their Web site at <http://state.ky.us/womenshealth.com>.

Telemarketing "No Call" Sign Up

A new telemarketing law, which provides consumers with greater protection than the existing law, will go into effect in mid-July, and you may sign up now for the No Call list. If you are already on the list, you don't have to sign up again to receive the new law's additional protection.

Certain telemarketing calls will continue to be permitted, even to those on the No Call list, including calls from charitable organizations soliciting *only* donations (no sales), and calls regarding existing debts or contracts.

You may sign up for the Telemarketing No Call list online at <http://www.law.state.ky.us/nocall/default.htm>, or download a paper form and mail it to the Attorney General's Consumer Protection Division. You may also call the agency toll free at 1-800-671-7701.

For more information on consumer information issues, go online to <http://www.law.state.ky.us/cp/Default.htm>.

2001 State Fair Exhibit Wins Award at Winter Olympics

By Jeanie Dittmeier, Kentucky Fair and Exposition Center

The Kentucky State Fair educational exhibit, *2001: A Water Odyssey*, was honored with a Spirit of the Land™ Award Feb. 19 during the Winter Olympics Environmental Awards Ceremony in Salt Lake City, Utah.

Stephanie Darst, creator and curator of the exhibit was on hand to accept the award on behalf of the Kentucky State Fair.



School groups from across the Commonwealth visited the *2001: A Water Odyssey* exhibit during the 2001 Kentucky State Fair.

Established by the Salt Lake City Organizing Committee, the Spirit of the Land™ Award recognizes excellence in environmental education around the world. Awards were given to 15 exceptional environmental programs, and *2001: A Water Odyssey* was one of ten programs selected from the United States. This award was created to recognize outstanding efforts of people informing others about environmental issues in all areas of society.

Occupying more than 22,000 square feet in the South Wing of the Kentucky Fair and Exposition Center, *2001: A Water Odyssey* was the most comprehensive water education project in the state teaching about watersheds and each Kentuckian's personal responsibility to water quality. The exhibit was free to the 653,950 fairgoers, including several thousand school children visiting the 2001 fair.

For information about the 2002 educational exhibit, *This Land is Our Land – 2002: A Land Odyssey*, which will be

displayed at this year's Kentucky State Fair, scheduled for Aug. 15-25, visit online at www.kystatefair.org.

This work was funded in part by a grant from the U.S. Environmental Protection Agency, under §319(h) of the Clean Water Act, through the Kentucky Division of Water to the Kentucky State Fair Board (Grant #C9994659-95).

Because of this generous funding,

many new models and displays were created for the Fair and were donated to water education organizations for continued use after August 2001.

Stephanie Darst, curator of the *2001: A Water Odyssey* exhibit, presented the Spirit of the Land™ Award to Mary Ann Cronan, chairman of the Kentucky State Fair Board.



CFC's Disability Determinations Named 2001 Regional Office of the Year

Individual Employees Recognized With PRIDE Awards

By Lisa Wallace, Cabinet for Families and Children

For the third time since 1994, the Kentucky Department for Disability Determination Services (DDS) has been named DDS of the Year for the Social Security Administration's Atlanta Region. DDS, a department of the Cabinet for Families and Children, processes claims for Social Security disability benefits.

The office also received DDS of the Year honors for 1994 and 1997.

The Atlanta Region is comprised of Kentucky, Alabama, Georgia, Florida, Mississippi, North Carolina, South Carolina and Tennessee. One of 10 SSA regions nationwide, the Atlanta region processes in excess of 25 percent of the national workload.

Kentucky DDS Commissioner Stephen Jones says that, while the award is a distinct honor, it doesn't come as a surprise, given the dedication and excellence of the DDS staff.

"The DDS staff performs under intense and demanding conditions just by the nature of our work," Jones said.

Performance criteria used by the Atlanta SSA Regional Office in selecting its DDS of the Year include the number and accuracy of cases processed, mean processing time and cost per case. With an average case processing time of just 79.4 days, Kentucky has easily surpassed the national mean processing time of 120 days.

Jones said his office also routinely pitches in to help other states in the region which are struggling to meet their performance goals. Not only did the Kentucky DDS achieve its own goals in the last fiscal year; it also processed an additional 2,600 cases for the state of Georgia, and was still the first office in the region to complete its continuing disability review workload.

The Kentucky DDS, based in Frankfort, currently employs about 391 employees, including about 90 in its Louisville branch office.

DDS has its own recognition program for individual employees. Each year, employees who demonstrate exceptional performance are presented PRIDE (People Responsibly Influencing Decisional Excellence) awards.

Recipients for 2001 were:

- ◆ Dawn Caldwell - Staff Person of the Year
- ◆ John Wallshield - Examiner of the Year
- ◆ Dawn Disponette - Rookie Examiner of the Year
- ◆ Gina Sansone - Staff Supervisor of the Year
- ◆ Administrative Support Branch - Creative Achievement Award
- ◆ Ilza Sillers, PhD - Medical Consultant of the Year
- ◆ James Brown - Case Processing Supervisor of the Year
- ◆ Shirley Sharp - Special Act of Service
- ◆ Kimberly Dozier - Support Person of the Year
- ◆ Bonnie Cox - Robert Hinrich Humanitarian of the Year Award.

In addition, Physical Division Administrative Specialist Lou Anne Kelley-Cobb was named Innovator of the Year. Kelley-Cobb played an important role in an extensive redesign of the building's layout of the DDS office in Frankfort.

The department is a 100 percent federally funded program which does not negatively impact the state budget, but which does stimulate the state's economy by placing eligible claimants in benefits status.

"Our main objective at DDS is to help people in Kentucky get on with their lives," Jones said. "A lot of people put their lives on hold while they wait for decisions from us on their disability claims. We strive to do our jobs and provide answers to claimants as quickly and as precisely as possible so they can move forward."

Employees Lend a Hand in New York City

By Barbara Jessup, KOSH Review Commission

Editor's Note: A reader suggested that *Communiqué* recognize state employees who volunteered their own time to assist with disaster relief after Sept. 11, and the January issue included a request for such volunteers to contact the editor. Some said they wanted the volunteers' story told, but they didn't want any public recognition for their personal efforts. The following is one employee's story, but it could have been told by any volunteer, and is offered as recognition for all of them.

At 6 a.m. on Sunday, Sept. 30, I was among a group of two dozen individuals who departed Lawrenceburg on a journey to New York to assist with disaster relief efforts following the Sept. 11 tragedy.

We were all volunteers, and all of us, including several state employees and teachers, were donating our own time away from our homes and jobs. Our efforts were supported and sponsored by the Kentucky Baptist Convention Disaster Relief organization.

We arrived in New York around midnight in the midst of a cold, rainy and windy darkness to discover we would be sleeping in an old, abandoned airport hangar for the duration of our visit. The following morning, we each received our assignments, and were told we would be working in 12-hour shifts. Part of our group took the 6 a.m. - 6 p.m. shift, and the rest took the overnight shift, working 6 p.m. - 6 a.m. We were to prepare meals for the police, fire fighters, and others working at Ground Zero.

Individual duties ranged from cracking and cooking 1,500 eggs on one shift, to delivering food to the cooks, by forklift, from the airport hangar or one of numerous refrigerated semi-trailers. Some of us were assigned to scrubbing toilets and emptying trash cans. No one was too proud to do any task assigned.

Red Cross volunteers picked up the meals we prepared and delivered them to Ground Zero and other command posts in downtown Manhattan. There were college students, state employees, housewives and senior adults working for a common goal: to help our brothers and sisters in their hour of need.

During our week-long stay, our group worked alongside other groups of volunteers — who had traveled from both



Above, an old, abandoned airline hanger became home for a week to a group of volunteers in New York City.

western and eastern Kentucky, Tennessee and North Carolina — to prepare 25,000 meals.

We also found some time to relax. Some of the volunteers on the day shift had the opportunity to attend a New York Yankees game one evening, and were treated with such kindness for the sacrifice they had made to travel so far to help out, that it was extremely humbling.

A group from the night shift had the opportunity to go into Manhattan during the day and spread

a bit of Southern cheer to the New Yorkers.

Before our group left Kentucky, our state Parks Department was gracious enough to provide us with a supply of Kentucky pins. By the end of our week in New York, word had spread around about the pins and police officers and others were coming to our group wanting a little piece of Kentucky.

If you are ever given the opportunity to go anywhere in our nation to provide disaster relief, go. Don't pass up the chance to be a part of something that will change your life, and the lives of those you touch, forever.

Honoring Fallen KSP

Senate Bill 18, signed into law by Gov. Paul Patton on March 20, allows the Kentucky State Police commissioner to request a state road, or segment of a state road, to be named in memory and honor of troopers who have died in the line of duty. Since 1948, 23 troopers have given the supreme sacrifice to ensure the safety of Kentuckians.

"We are deeply indebted to these troopers and believe this is one way to keep their memory alive," said Gov. Patton.

Transportation in Nation's Top 10

By Mark Pfeiffer, Transportation Cabinet

An annual report by the University of North Carolina at Charlotte (*TEA-21 at Midpoint: Comparative Performance of State Highway Systems, 1984-2000*), which compares the cost-effectiveness of state highway and bridge spending, has ranked Kentucky 10th among the states.

The study, 11th in a series, tracks the performance of the state-owned roads from 1984 to 2000, the midpoint of funding under the current six-year federal aid road bill, TEA-21. The study is based on comparative spending and condition data submitted by the states to the federal government. Twelve indicators - covering the states' revenues, expenditures, pavement and bridge conditions, urban congestion, accident rates, and narrow lanes on major rural roads - make up the overall rating.

The top ten states for 2000 are (last year's rating in parentheses):

- | | |
|-----------------------|-------------------|
| 1. Wyoming (1) | 6. Kansas (12) |
| 2. North Dakota (2) | 7. Oregon (6) |
| 3. South Carolina (3) | 8. Texas (6) |
| 4. Georgia (4) | 9. Idaho (8) |
| 5. Montana (7) | 10. Kentucky (14) |

According to the author of the report, the Commonwealth is still spending less per mile than most states. Kentucky's rural interstate and major rural roads are in excellent shape (0% poor), but urban interstate pavements, urban congestion, bridge conditions, narrow lanes and accident rates are all worse than national averages (ratings 30th - 40th).

Kentucky's Transportation Secretary James Codell says the state has a lot to be proud of, but with spending levels actually decreasing, has an uphill climb in the future.

"We spend money wisely," Codell said. "We have to, because there's very little of it to spend. They've told us Kentucky's doing a pretty good job with a thin budget."

For more news from the Transportation Cabinet, including road conditions, planning and maps, visit the agency's Web site at <http://www.kytc.state.ky.us>.

Corrections Training Awarded National Accreditation

Kentucky's Division of Corrections Training was recognized in January as one of only 11 Correctional Training Academies in the nation to receive the prestigious American Correctional Association (ACA) accreditation.

The division was recognized at the ACA Winter Conference in San Antonio, Texas.

In presenting the award, Betty Adams Green, president of ACA, complimented Michael A. King, director, and his staff on their professional level of operation and their success in completing the accreditation process.

The accreditation program is a professional peer review process based on national standards that have evolved since the founding of ACA in 1870. The standards were developed by national leaders from the fields of corrections, law, architecture, health care, and other groups who are interested in sound correctional management.

The Kentucky Division of Corrections Training received scores of 100 percent compliance on all mandatory standards and 96 percent compliance on non-mandatory standards.

ACA standards address services, programs, and operations essential to effective correctional management. Through accreditation, an agency is able to maintain a balance between protecting the public and providing an environment that safeguards the life, health, and safety of staff and offenders.

Standards set by ACA reflect practical up-to-date policies and procedures, and function as a management tool for agencies and facilities throughout the world.

For more information on the Justice Cabinet's Department of Corrections, go online to <http://www.cor.state.ky.us>.

Access the 2002 Training Catalog from the Corrections Training Web site at <http://www.cor.state.ky.us/CorrTrain.htm>, or go directly to the online catalog at http://www.cor.state.ky.us/Directory_frames.htm.

Spotlight Agency: Governor's Office of Agricultural Policy (GOAP)

By John-Mark Hack, Executive Director, Governor's Office of Agricultural Policy



Left, Gov. Paul Patton talks with Kentucky's tobacco farmers

No one could foresee what the future held when Gov. Paul Patton created the Governor's Office of Agricultural Policy (GOAP) in July 1998.

The office was created to maintain direct contact with those involved in Kentucky agriculture through the tumultuous changes Gov. Patton saw on the horizon. It wasn't long before the office was transformed from a one-person liaison to the agricultural industry into a full staff of 22 employees working to reshape Kentucky agriculture.

Tobacco Growers Settlement Trust

In November 1998, the Commonwealth was part of the lawsuit filed by 46 states against the cigarette industry to reimburse states for the cost of treating tobacco-related illnesses through Medicaid, resulting in the Master Settlement Agreement (MSA) that will provide over \$3.45 billion to Kentucky over a 25-year period. Another agreement with tobacco-growing states followed, establishing the \$5.15 billion National Tobacco Growers Settlement Trust (Phase II) that makes cash payments to tobacco farmers to offset income losses they incur as the industry changes.

These landmark agreements provided an unprecedented opportunity for Kentucky agriculture. Already, cash distributions of over \$450 million have been disbursed to nearly 150,000 Kentuckians.

Kentucky Agricultural Development Fund

Under Gov. Patton's leadership, the 2000 General Assembly created the Kentucky Agricultural Development Fund using half of the state's proceeds from the Master Settlement Agreement. This initiative represents the largest state-financed agricultural diversification effort in the history of the United States. Over the current biennium, \$180 million was appropriated for this effort.

The Agricultural Development Board, chaired by Gov. Patton, oversees the use of these dollars. In January 2001, the Agricultural Development Board began accepting proposals for agricultural diversification projects from throughout the state.

Initiatives and Projects Funded

The Agricultural Development Fund has financed a variety of farm initiatives such as supplement payments to tobacco farmers (\$36 million), a water quality and soil erosion program (\$18 million), extensions of municipal water lines to areas of high agricultural activity (\$50 million), and farmland preservation efforts (\$25 million).

To date, the Agricultural Development Board has invested a total of over \$75 million in other projects designed to increase farm income. Hopkinsville Grain Elevator received funds to help construct an ethanol plant to provide a

value-added market for farmers engaged in corn production. Evan's Orchard in Georgetown converted a tobacco barn into an apple cider production facility and is working with Jackson's Orchard in Bowling Green to establish a statewide network of cider producers.

Marketing Kentucky Products

KentuckyVirtual.com was established as a way to market Kentucky products to the world. And cost-share programs around the state are investing millions to improve cattle genetics, forages, cattle health management practices, and to assist farmers as they diversify.

In addition, we have facilitated Kentucky's first long-term plan for agricultural development. Staff members have coordinated with 120 county agricultural development councils to produce local agricultural development plans that were incorporated into the long-term plan.

And for over a year, we facilitated dozens of local, regional, and state meetings to gather the most diverse perspectives we could in the development of *Cultivating Rural Prosperity: Kentucky's Long-Term Plan for Agricultural Development*, released by Governor Patton in early March. Copies of the document are available from the Governor's Office of Agricultural Policy at (502) 564-4627, and online at www.kyagpolicy.com.

Our staff considers it an honor to be involved in this historic initiative to redesign Kentucky's agricultural economy. We look forward to the challenges that lie ahead.



Above, high school students in a Monroe County educational greenhouse funded by the Agricultural Development Board

Governor's Office of Agricultural Policy

**404 Ann St
Frankfort, KY 40601**

**(502) 564-4627
Fax (502) 564-8990**

Newsletter: *The Commonwealth Grows*
Web Site: www.kyagpolicy.com

John-Mark Hack, Executive Director

Gordon C. Duke, Chief Financial Officer

Jeff Mosley, Legal Counsel

David Bratcher, Project Analyst/Special Project Consultant

Penny Cline, County Council Liaison/Editor *The Commonwealth Grows*

Sandra Gardner, Education Coordinator

DeVon Hankins, Strategic Marketing Consultant

Jeff Harper, National Tobacco Grower Settlement Trust Coordinator

Rhodes Johnston, Business Systems Consultant

Kara Keeton, Project Analyst/Photographer

Bill McCloskey, Financial Management Consultant

Chauncey Morris, Project Analyst

Joel Neaveill, Deputy Director for Policy Development and Administration

Lisa Thomas, Principal Assistant

Kim Tompkins, Financial Liaison

Angela Utterback, Project Analyst

Stephen Yates, Project Analyst

Joy Cudd, Administrative Specialist

Edith Fultz, Administrative Specialist (KCADE)

Cassie Beigle, Co-op Student

Ashley Rhodes, Co-op Student

Honors for Ag's Baesler, Willett

Alice Baesler, principal assistant with the Kentucky Department of Agriculture's Office of Environmental Services, is the recipient of the Friend of Extension Award for the Bluegrass Area. The honor was presented at the Kentucky Extension Association of Family and Consumer Sciences Awards Brunch in December.

The award recognizes Baesler's various personal and professional endeavors, including her coordination of the Kentucky Women in Agriculture workshops. She plans these statewide meetings with the purpose of empowering women in agriculture through education, involvement and action.

In addition to her work with ag education, and tobacco and migrant worker programs for the Department, Baesler is a longtime member of the Kentucky Farm Bureau. She has served three terms on the Fayette County Farm Bureau Board. From 1996-98, she was President of the National Agricultural Women's Leadership Network, representing over a million women across the country.

Baesler also serves as a member of the Council for Burley Tobacco and the Coalition for Health and Ag Development.

Scott Willett Named to Board

Scott Willett, director of the Kentucky Department of Agriculture's Division of Information Technology, has been named to the Advisory Board for ITEC Kentucky (International Training and Education Conference).

ITEC Kentucky is the state's premier conference for private and government technology officials, and is held annually in Louisville. It attracts hundreds of participants from the government and private sectors to view the latest in Internet, security, wireless and other technologies. The 2002 event is slated for June 11-13.

Leadership Academy for KSP Sergeants

By Lt. Lisa Rudzinski, Kentucky State Police

Graduation ceremonies were held in Frankfort for the inaugural class of the Kentucky State Police Sergeant's Leadership Academy.

Currently, all Kentucky State Police Sergeants have received over 160 hours of both classroom and hands-on leadership training. They attended the four-week Leadership Academy in two groups, with one group graduating in January and another graduating in February.

The Leadership Academy is one of only a few such training environments for sergeants nationwide, and a first for Kentucky. This course was developed to provide leadership training and build on the operational training currently provided to sergeants.

The training included such courses as Leadership Behavioral Analysis and Leading Change, The Expectations for Leaders and Subordinates, Critical Incident Supervision, as well as addressing ethical and legal issues facing supervisors.

"This leadership academy has provided these sergeants with the tools needed to be successful law enforcement managers and leaders in the 21st century. Each sergeant must continuously strive to maintain the high standards of excellence which is critical in their role as a first-line leader," said KSP Commissioner Ishmon F. Burks.

The graduating sergeants perform a wide range of job duties from field, investigative and administrative supervision, to specialized areas such as driver testing and drug enforcement. These sergeants have developed a solid foundation for leadership as they return to their respective assignments.

Agriculture Proposes National Tech Group

The Kentucky Department of Agriculture (KDA) has proposed a new National Agriculture Technology Association. The proposal was presented at the Midyear Legislative Conference of the National Association of State Departments of Agriculture, which was held Feb. 22-26 in Washington D.C. A decision from the NASDA board on the decision is pending.

According to Scott Willett, director of KDA's Division of Information Technology, state departments of agriculture have large investments in information technology while doing similar job functions. The purpose of the new organization will be to leverage the existing knowledge that states have, and share that knowledge for reduced costs and increased communications.



Governmental Services Center

A Message From the Executive Director

By Sharon Marcum

If I ever wanted to know what it might feel like to jump into the middle of a Kentucky Wildcat fast break, I think I got the idea when I became acting executive director of the Governmental Services Center (GSC) on Nov. 1.

We immediately established a new strategic relationship with the Governor's EM-POWER Kentucky office and initiated an intensive and comprehensive review of everything we do at GSC. I appointed a Realignment Team made up of five staff members to conduct this review and to make recommendations. The team began its work in December and submitted its report by mid-February.

With the recommendations in hand, the hard work is now underway. We now are in the process of reviewing the GSC strategic plan to make any necessary revisions, and I have named several implementation teams to refine the recommendations and produce specific action plans.

One of the most important, immediate steps was the adoption of a revised organizational structure to manage our work. We have combined all of our training and organization development consultants into one unit, Performance Enhancement Services, headed by Ed Klee. This was the most tangible way we could demonstrate the significance of our commitment to a blended service model combining training and organization development consulting. The remaining staff and support positions are now in Organizational Support Services, headed by Allen Bryan.



GSC Realignment Team: (front, left to right) Jeanne Olivas, Kathy Wade, and Wes Swarner; (back) Doug Wiley and Ed Klee

Ed, Allen, and I serve as the GSC Management Team.

We will also be creating a number of permanent and short-term teams to work together on specific programs and projects, such as the Certified Public Manager (CPM) program and our E-learning initiative.

Some of the important themes that will govern our approach will be:

- Working more effectively with our customers and stakeholders to reduce duplication, increase consistency, and improve the use of resources for meeting the learning and organizational-improvement needs of state government.
- Expanding our role as a partner in enterprise-wide training and process improvement initiatives.
- Creating more effective methods for seeking input and feedback from our customers in order to continuously improve our services.
- Establishing better performance indicators in order to track our progress toward our strategic plan and measure our results.
- Blending our training and consulting services to create a seamless experience for our customers.

I am excited about what we've accomplished so far and about the challenges and opportunities we see to develop the specific plans, programs, services, and partnerships to carry out our mission.

Sharon Marcum: New Executive Director



Sharon Marcum

The GSC Authority Board appointed Sharon Marcum to be GSC's executive director on Jan. 11. She had served as acting executive director since Nov. 1, following the retirement of Robert S. Peters, GSC's former executive director.

Sharon has been a state employee for 24 years and was one of the original employees when GSC was created in 1981. During her tenure with

GSC, Sharon has been an instructor, consultant, and training manager. She was also manager of the Certified Public Manager program (CPM) for ten years.

During that time, Sharon, who is a CPM, served as vice chair and chair of the executive board of directors of the National Certified Public Manager Consortium, the accrediting body for CPM programs throughout the nation. She is also a member of the Kentucky Society of Certified Public Managers and the American Academy of Certified Public Managers.

She received her bachelor of arts degree from Eastern Kentucky University and has done graduate work in public administration at the University of Kentucky.

E-Learning Pilot: GSC – KYVU Partnership

On Sept. 19, GSC and Kentucky Virtual University (KYVU) entered into an agreement forming a partnership to launch the E-learning era for GSC.

The first pilot program, Managing Human Resource Systems (MHRS), was held in April with approximately 30 participants who are enrolled in the Certificate of Management Fundamentals program. The course was developed by GSC employee Connie Bolin. KYVU will place it on their platform for open enrollment after the pilot program has been evaluated, which will probably be late summer or early fall.

MHRS is designed to increase managers' awareness of Kentucky state government's human resource management system. It also provides a detailed approach to those state laws and administrative regulations affecting employees and their work performance.

The workshop includes the Personnel Cabinet's *Employee Handbook*, a valuable tool for any employee joining Kentucky government. Specific Kentucky Revised Statutes (KRS) and Kentucky Administrative Regulations (KAR) affecting the employee and the disciplinary process are also included.

This labor-intensive workshop is a natural application for computer-based learning. Participants will be able to take the course at their own pace and at their convenience. This approach will also provide savings for the agency by

requiring less time away from the office, and by providing a more convenient application and learning atmosphere.

Comments from previous participants, including the following, also support making the workshop content available online.

This is a very expensive workshop to produce due to the amount of statutes and regulations needing to be printed. Have you considered an online version?

Anonymous

It's difficult for us to be away from the office in these large blocks (of time). Have you considered other approaches to cover the content?

Anonymous

It is amazing how many statutes and laws effect an employee's performance. I wish I had more time to absorb the knowledge.

Anonymous

With this publication continually being updated, the workbook must become out of date very quickly!

Anonymous



**Connie Bolin, GSC Consultant,
Distance Learning**

New Capstone Seminar: Last Step For CPM Candidates



The Capstone Seminar, developed by Ed Klee, manager of GSC's Performance Enhancement Services, is the final requirement for candidates in the Certified Public Manager (CPM) program to successfully graduate.

This two-day seminar provides opportunities for participants to assess their new knowledge and share their job-related application of GSC's workshops. The application will involve developing a "business case" for how state government should address a particular government-wide issue.

Participants will be assigned to teams. They will have to rely on their intuition, knowledge, and skills gained through GSC workshops for developing a business case. Their business case will be presented as part of Capstone.

Participants will also develop a personal learning-development plan for continuing their learning journey beyond workshops taken at GSC. The seminar also provides participants an opportunity to give GSC feedback on workshops, written projects, and required tests.

Their input will be used to revise existing workshops, develop new workshops, and identify needs not adequately addressed within GSC's curriculum.



**Ed Klee, Manager, GSC
Performance Enhancement
Services**

Lee Cowherd Returns



Lee Cowherd

Lee Cowherd, who served as a GSC training consultant from 1990-1996, returned to GSC in December.

Lee has more than ten years of experience as a consultant, facilitator, and trainer in the public, private, and nonprofit sectors. He has worked for the Transportation and Workforce Development Cabinets, Humana Inc. in Louisville, and ran his own consulting practice.

A Frankfort native, Lee holds a bachelor's degree from Ohio State University and an M. Ed. in Human Resources Development from Vanderbilt University.

For information on other GSC staff members, go to the online staff directory at <http://gsc.state.ky.us/StaffDirectory.htm>.

Next CMF Entry Date Delayed

As a result of a recent review of GSC programs and services, GSC has decided to delay the next entry date for the Certificate of Management Fundamentals (CMF) program until January 2003.

The CMF program has experienced significant growth in recent years, and we feel this is a good time to review our processes, policies, and admission guidelines before admitting a new class of participants. We are taking this action in an effort to maintain the integrity of the program and to ensure that we continue to meet national accreditation standards.

New CMF application forms and procedures will be available in July for the January 2003 admission date. If you have any questions, contact Kathy Wade at 502-564-8170.

For more information on classes and programs offered by the Governmental Services Center, visit the GSC Web site at <http://gsc.state.ky.us>.

Governmental Services Center 2002 Quarterly Workshop Schedule

Training conducted in Frankfort is held in the Academic Services Building (ASB) on the campus of Kentucky State University. Training room numbers for KSU and workshops conducted at state parks, universities and other facilities are noted under location. All cars without approved parking permits, as well as those illegally parked, are subject to be towed. Workshops begin at 8:30 a.m. unless otherwise noted.

WORKSHOP	LOCATION	July	August	September	CEU's
Assessing Organizational Performance	Jenny Wiley		15		
	Pennyrile	25			
Business Writing for Today's Manager	Civic Center			10	1.62
	Pine Mt.			19	
	536	25			
	542			17	
Conducting Effective Meetings	KY Dam Village		15		.72
	Paducah Campus	18			
	536		6		
Dealing with Conflict	Jenny Wiley		20-21	10-11	1.59
	Pennyrile		20-21		
	536	9-10			
		16-17			
		30-31			
	539	9-10	27-28	11-12	
	542			4-5	
Dynamics of Strategic Planning	Jenny Wiley		22		.50
	Pennyrile			19	
	536			6	
Executive Branch Ethics	536			9	.43
Fundamentals of Budgeting	Jenny Wiley		1		.84
Interpersonal and Organizational Communication	Pennyrile	23-24			1.47
	Paducah Campus		6-7		
	Jenny Wiley		13-14	24-25	
	536	11-12		11-12	
	542	23-24		18-19	
Introduction to Process Improvement	Jenny Wiley			12	.78
Leadership I	539			17-20	2.73
	542	30-2			
Leadership II	536		20-23		2.73
	542	16-19	27-30	24-27	
Leadership III	542		13-16		2.73
Leading and Coaching High Performing Teams	Pennyrile			17-18	1.56
	536		13-14		
	539			26-27	
Leading Organizational Transition	Jenny Wiley	11			
Managing Human Resource Systems in the Public Sector	Pennyrile	9-10			1.20
	Civic Center		6-7		
	Paducah Campus			24-25	
	536		27-28	26-27	
	539	23-24	21-22		
Managing Organizational Change	Jenny Wiley	9-10			1.47
	536			17-18	
	539	16-17		9-10	
Managing Relationships at Work	Paducah Campus	16-17			1.41
	KY Dam Village		13-14		
	536			19-20	
	539	30-31	15-16	4-5	
	542			11-12	
New Managers Survival School	539	11-12			1.56
Performance Management: Planning, Coaching, Appraising	Pine Mt.			17-18	1.50
	536	23-24	8-9	4-5	
*Performance Matters, The Employee Performance Evaluation System	801 Teton Trail Frankfort	18	6	12	
Problems and Decisions	Jenny Wiley	30-31			1.53
	Paducah Campus	30-31			
	539		6-7		
	542	9-10	21-22	30-01	
Project Management	542		8-9		1.10
Structured Behavioral Interviewing: Improving Staffing Decisions	539		8-9		.78
Time and Stress Management	Paducah Campus		1	26	.84
Train The Trainer	536			23-25	2.52
Workplace Violence	Jenny Wiley			26	.50
	Pennyrile		22		

*Please contact Regina Eddington at 502-573-0324 to enroll in Performance Matters, The Employee Performance Evaluation System.

Resource Lists Online at State Library

By Nancy Houseal, Librarian, Kentucky Department for Libraries and Archives

Facing a challenge at work for which you need information? Not sure where to turn for help?

Let the State Library help with its online resource lists and collection of management resources.

The State Library, a division of the Department for Libraries and Archives, is dedicated to serving the information needs of all state government employees.

State Library, Department for Libraries and Archives

Location: 300 Coffee Tree Road, adjacent to the Vietnam Veterans Memorial, Frankfort

Hours: 8:00 a.m. – 4:30 p.m.
Monday through Friday.

Resource List Topics

The reference staff has prepared resource lists on the following management topics:

- Assessing Organizational Performance
- Building Assertiveness Skills
- Business Writing
- Customer Service
- Dealing with Conflict
- Effective Presentation Skills
- Developing High Performing Teams
- Dynamics of Strategic Planning
- Effective Meetings
- Equal Employment Opportunity
- Facilitation Skills
- Fundamental Budgeting Skills
- Interpersonal & Organizational Communication
- Leadership
- Leading Organizational Transition
- Managing Work Relationships
- Managing Organizational Change
- New Manager's Skills
- Performance Management
- Problems & Decisions
- Project Management
- Structured Behavioral Interviewing
- Training for Trainers
- Violence in the Workplace

Finding, Obtaining Resources

The management resource lists are located on the State Library's Web site at http://www.kdla.net/statelib/SLS_GSCResources.htm. Each list includes management information in a variety of formats, including books, videotapes, Internet Web sites, periodicals, and microforms.

All items on the lists are available in the State Library's collection or through its Interlibrary Loan Services. Managers in need of information can follow the links to the State Library's online catalog (<http://kdla.kyvl.org>) to determine whether an item is available for check out. State Library cardholders may place items on reserve by calling the Circulation Desk at (502) 564-8300, ext. 337 or toll free at (800) 928-7000, ext. 337. Reserves can also be made through the "Ask A Librarian" E-mail reference service at <http://www.kdla.net/statelib/Asklib.htm>.

Any state government employee who wishes to check out materials must have a valid library card. To obtain a library card, complete an application in person or online at <http://www.kdla.net/statelib/librarycard.htm>. State government employees can also request applications to be mailed (either by messenger mail or U. S. Postal Service) or faxed to them by calling the Circulation Desk.

State employees in Frankfort may pick up and return materials to the library, or they may ask for work-related items to be delivered to their offices by messenger mail. State employees outside Frankfort may request that work related items be shipped to their offices via UPS.

More information about the State Library's services can be found on the KDLA's web site at <http://www.kdla.net/statelib/libraryservices.html>.

Find Resources Around the World

By using the State Library's Interlibrary Loan Program, state employees can obtain resources from around the world. Materials not owned by the State Library can be obtained from any established library.

For more information, contact the Ask a Librarian e-mail consultation service at <http://www.kdla.net/statelib/Asklib.htm>, or by phone at (502) 564-8300, ext. 342.

Parents of High School Students: What You May Not Know About KEES Awards

By Lori Powers, Kentucky Higher Education Assistance Authority

If you are the parent of a Kentucky high school student, you are most likely familiar with the basics of the Kentucky Educational Excellence Scholarship (KEES) administered by the Kentucky Higher Education Assistance Authority.

You may know that students attending certified Kentucky high schools can earn scholarships, based on an annual 2.5 or higher GPA (grade point average) and a score of 15 or above on their ACT exam, to help pay for college or technical school.

Students don't even have to apply! All they have to do is make good grades and ACT scores.

Base KEES awards range from \$125 (for a 2.5 GPA) to \$500 (for a 4.0 GPA) each year. Bonus awards range from \$36 (for an ACT score of 15) to \$500 (for an ACT or equivalent SAT score of 28 or above). For all four years of high school, students can earn up to a maximum of \$2,500 to help pay for each year of higher education.

You may also know that KEES awards are funded by net lottery revenues.

What you may not know, however, are answers to some of the following questions:

If a student earns a scholarship for one year of high school, but the grades he or she makes during the next year won't qualify for a scholarship, will the student lose the award received earlier?

No. Once students receive a KEES award, they can count on at least that amount to be available to them to help meet the costs of a postsecondary education, provided that the student graduates from a certified Kentucky high school.

What should students do if their award notice contains an incorrect GPA?

Students who receive an award notice that contains an incorrect GPA, must contact their high school counselor to have it corrected. The counselor will submit the corrected information to the school district's KEES coordinator, who will make the change(s) and transmit the information to KHEAA.

Besides the award notice that students receive after the end of each school year, is there any other way for students to tell if their award amount is correct?

Students may access their current KEES account online at www.kheaa.com. Students enter their Social Security number and birth date to sign on. If no record (or an incorrect record) is found, students should contact their high school counselor to verify that that their high school submitted the student data (or the correct data) to the Kentucky Department of Education.

Where can students use a KEES award?

The scholarship can be used at any participating accredited public or private college in Kentucky, including community and technical colleges.

Students whose program of study is not available at a public institution in Kentucky may be able to use their KEES award at an out-of-state institution if that state participates in the Academic Common Market (ACM). The ACM allows Kentucky residents to pay in-state tuition and fees at a public institution in a participating state if their program of study is not available in Kentucky.

For more information about the ACM, visit the Council on Postsecondary Education Web site at www.cpe.state.ky.us.

When do students receive their KEES award?

Postsecondary institutions report enrollment data to KHEAA after classes begin each semester, when they can determine the enrollment status for each eligible student. KHEAA transmits up to one-half of the annual award for all eligible students enrolled at that institution within 30 days of receiving the enrollment roster.

Therefore, funds may not be available at the beginning of the semester. Students should check with the financial aid office at the school they will attend to determine when funds will be disbursed each semester. Generally, the college will credit a student's KEES award to his or her account or issue a check to the student if the account is paid in full.

(Continued on page 23.)

Families and Children Uses Research to Enhance Service Quality

By Lisa Wallace, Cabinet for Families and Children

Since July, the Cabinet for Families and Children (CFC) has been working to reshape its social service delivery system based on proven needs, measurable outcomes and fact-based policy development.

CFC is conducting customer satisfaction studies and program evaluations with the guidance of child welfare researcher Ruth Huebner, a professor of occupational therapy at Eastern Kentucky University who holds a doctorate in psychology. The results are being used to maximize CFC's service delivery processes.

Huebner's first step was to design a representative and reliable customer satisfaction survey process to be implemented in all 16 CFC service regions.

The survey is designed to measure how well the cabinet is responding to actual needs and where improvements are needed, based on responses from a diverse sample of respondents. Reports are generated from each region's survey responses. Huebner then works with each region to interpret the responses and use them to make needed changes in practice.

As of mid-March, five service regions had completed the survey process and are using the results to enhance client

service delivery. The remaining regions are scheduled to complete the process by mid-June.

The survey findings provide far more precise insights into perceptions and satisfaction levels than were ever available in the past. For example, CFC officials now know that among a representative sample of foster/adoptive parents in Fayette County, 82 percent feel they have received sufficient training, but only 43 percent believe their foster children receive "quality" visits from their protection workers.

CFC's customer satisfaction survey and the research methodology it uses to evaluate and refine practices have attracted national attention. Huebner said Kentucky is on the leading edge of what she expects will become a trend to use research data to improve social and human services policy and delivery.

Cabinet Secretary Viola Miller said undertaking this research project is an effective way to advance the cabinet's objectives and, thereby, advance quality of life opportunities for all Kentuckians. Miller said the cabinet's investment in child welfare research will "pay tremendous dividends in terms of enhancing outcomes for our families and making the best use of the Commonwealth's resources."

KEES Awards

(Continued from page 22.)

To get the scholarship, do students need to be enrolled full-time in college or technical school?

To get the full amount, students must be enrolled full-time. Students who attend a participating institution at least half-time but less than full-time, will receive a proportionate amount. However, each academic term for which a scholarship is received will count as a full academic term even if the award amount is reduced.

Do students need to have a minimum GPA in college or technical school to keep the scholarship?

Yes. To keep the full award for the second year, students must have at least a 2.5 cumulative GPA at the end of the first academic year. Following this adjustment period, students must achieve and maintain at

least a 3.0 cumulative GPA to keep the full KEES award. For students who achieve between a 2.5 and 2.99 cumulative GPA for a subsequent award period, the scholarship will be reduced by 50 percent for the next award period. If the cumulative GPA falls below a 2.5, the student will lose the award for the next award period. Students may regain eligibility by reestablishing at least a 2.5 cumulative GPA.

For more information on KEES, or other student financial aid programs administered by The Kentucky Higher Education Assistance Authority, visit the KHEAA Web site at www.kheaa.com; write to KHEAA, P.O. Box 798, Frankfort, KY 40602-0798; or call 1-800-928-8926, extension 7381; or fax (502) 696-7373.



Increasing Home Ownership

By Jane McCord, Kentucky Housing Corporation

Gov. Paul Patton spoke to a large group of affordable housing supporters after signing legislation to increase the Kentucky Housing Corporation's home ownership program income limits.

Left to right, Sen. Johnny Ray Turner, sponsor of the legislation, Gov. Patton, and F. Lynn Luallen, chief executive officer of KHC



If you would like to own a home but thought you could not afford it, think again. Kentucky Housing Corporation (KHC) offers below-market-interest rate loans, down payment and closing costs assistance, plus home ownership education and counseling.

“Purchasing a home is typically the largest single and most important investment most people ever make,” said F. Lynn Luallen, KHC’s chief executive officer. “And now, thanks to the 2002 General Assembly, more Kentuckians are eligible for KHC loans because of increased income limits.”

Senate Bill 45, which allows KHC to use federal income limits rather than state income limits, passed both the Senate and House of Representatives unanimously. With the passage of this legislation, approximately 29,000 more Kentucky households are able to afford home ownership with KHC financing. Income limits vary (see example below) according to household size and county of residence.

County	No. in Household	Annual Gross Income Maximum
Franklin	1 or 2	\$58,600
	3 or more	\$67,390
Floyd	1 or 2	\$54,240
	3 or more	\$63,280
Warren	1 or 2	\$51,400
	3 or more	\$59,110

Current income guidelines, purchase price limits and mortgage interest rates can be found at www.kyhousing.org by clicking on “home buyer” in the drop down box of interest groups. This site additionally offers basic information about all of KHC’s home ownership programs, how to use the programs, a mortgage calculator and a list of KHC’s participating lenders. (Home buyers do not apply for a mortgage loan directly to KHC but must go through a local participating lender.)

“We have learned that home ownership promotes a family’s or individual’s stability, financial security and emotional well-being,” said Luallen.

According to a study by Johns Hopkins University, growing up in a family that owns a home generates a positive effect on children’s development and outcome.

KHC, the state housing finance agency for nearly 30 years, has helped over 54,000 Kentucky families enter homeownership. “We strive to make the home buying process less intimidating and more accessible for all eligible Kentuckians,” said Cheryl Harp, KHC’s home ownership director.

For more information on KHC programs, call Ann McCarthy at 1-800-633-8896, extension 291 (564-7630 in Frankfort), or e-mail amccarthy@kyhousing.org.

STARS for KIDS NOW: New Child Care Rating System

Parents can now learn more about the quality of care their children receive in licensed child care centers. Thanks to a new Quality Rating System, called STARS for KIDS NOW, centers may volunteer to have their programs rated by specially trained staff of the Office of Inspector General, Division of Licensed Child Care.

The STARS rating system provides parents with a valuable resource to draw on when searching for a child care setting outside of their home.

This rating system is part of Gov. Paul Patton's Early Childhood Initiative called KIDS NOW. Thanks to funding by the 2000 General Assembly, with tobacco settlement funds, STARS and other programs are assisting families across the state in getting children off to a good start.

Between June 2001 and March 1, the program issued ratings to 345 child care programs in over 67 counties. Hundreds more centers are currently preparing for their rating. Nearly 50 percent of the child care centers licensed by the Division of Licensed Child Care are already participating in the rating system. Participants include centers that are actively preparing for the rating, with direct technical assistance provided by Child Care Resource and Referral Agencies, and centers that have completed the rating process.

Kentucky's efforts on behalf of early childhood education received high marks in the recent "Building Blocks for Success: State Efforts in Early Childhood Education," a special report by *Education Week*.

Parents and center directors have shown tremendous support for the voluntary system. Gov. Patton said, "We are delighted that the early childhood community fully participated in the development of our STARS for KIDS NOW quality rating system, and continues to voluntarily participate. Thousands of children are receiving higher quality early care and education on a daily basis. We expect to see more and more programs participating. Some 23,040 children are currently reaping the benefits of improved child care in the centers that have already received a rating."

The STARS program uses a scale of one to four stars to identify levels of quality above and beyond those required by child care licensing. Although the ranking system goes up

to four stars, a rating of one star indicates commitment to quality on the part of the center, and a quality of childcare surpassing what is required by the state. The standards used in determining the level of quality are based on factors such as: staff to child ratios, group size, staff education and training, parent involvement, and program curriculum. Included in the program curriculum requirement are classroom observations using the Harms & Cryer Environment Rating Scales.

The ratings are issued by the Division of Licensed Child Care in the Inspector General's Office of the Cabinet for Health Services. These ratings are determined by specially trained, STAR Team Raters who are trained by the authors of the Harms & Cryer Environment Rating Scales. These scales are based on research conducted internationally through the University of North Carolina at Chapel Hill's Frank Porter Graham Child Development Center. The Division has 10 Raters who conduct the actual assessments in the centers.

"I am so proud of the STAR Team Raters and Anchors. They are focused on maintaining the integrity of the program since they fully recognize the tremendous impact quality programs have on the development of the young child," said Amy Stiber, Director of the Division.

These raters are: Region A (Hopkinsville) Betty Coots, Mary Skaggs, Leslie Vass; Region B (Louisville) Jean Howard, Kim Swisher; Region C (London) Melanie Reynolds, Christie Shumate; Region D (Lexington) Dayna Hayes, Sincere Holmes, Jenny Hughes. Additionally, a group of specially trained anchors act as an interpretive body to ensure consistency and reliability as the ratings are conducted throughout the Commonwealth. These anchors include the Division's Regional Program Managers: Region A (Hopkinsville) Anna Word; Region B (Louisville) Jeannette Hood; Region D (Lexington) B.J. Short; and Assistant Division Director, Wilma Hathcock.

The STAR Team Raters and Anchors are licensing personnel who have a new focus.

Pamela J. Murphy, Inspector General said, "We are proud of the Governor for his support of this initiative which presents state employees with the opportunity to broaden the scope of their experience and strengthen their skills."

Ethics Commission: Summary of Significant 2001 Advisory Opinions

By Jill LeMaster, Executive Branch Ethics Commission

The Commission issued 42 advisory opinions in 2001. This summary includes only the *most significant* advisory opinions that are applicable to state employees.

Advisory Opinion 01-1

For purposes of addressing the digital divide, vendors of the Governor's Office of Technology are not prohibited from offering discounts to state employees who wish to purchase computer products, provided the discounts are offered to employees of all state agencies and are not limited to a select group or a particular agency, and provided the vendor offers a reasonably consistent discount to its other customers' employees. Employees involved in the selection of computer products, as part of their official duties, should not accept the offer.

Advisory Opinion 01-2

Because an article written by an employee of Kentucky Educational Television for a trade publication reflects that it is promoting the sale and use of a product, Kentucky Education Television should not allow the company that produces the product to distribute the article to its customers and at trade shows. Kentucky Educational Television should not reflect that it is promoting or advertising a specific company through the use of the article. Additionally, if an employee writes an article for publication endorsing a product, he should not identify his title or the name of the state agency for which he works.

Advisory Opinion 01-3

The Lieutenant Governor may promote the distribution of the Emergency Medical Services files project through a local television public service announcement, but only if such an announcement is not associated with any of the sponsors of the project. He should not promote or endorse any companies or organizations sponsoring the project.

Advisory Opinion 01-11

This opinion reverses Advisory Opinion 99-41 and concludes that the departments within the Workforce Development Cabinet are considered separate state agencies for purposes of the Executive Branch Code of Ethics.

Advisory Opinion 01-12

A conflict of interest will not exist if an employee of the Department of Corrections accepts outside employment as a deputy jailer with a detention center, because the employee has no involvement with the Department's decisions concerning the detention center.

Advisory Opinion 01-13

Members of the Agricultural Development Board are not subject to the Executive Branch Code of Ethics, however they are subject to any internal ethics policy developed by the Board itself.

Advisory Opinion 01-18

An agency may give game prizes, such as gift certificates, attachés, and t-shirts to its employees for participation in a contest if such expenditures are allowable by the Finance and Administration Cabinet. Such prizes are not considered additional compensation for performance of one's duties.

Advisory Opinion 01-19

Kentucky Correctional Industries may accept keyboards from the National Braille Association to use at the Kentucky Correctional Institute for Women in the translating of children's textbooks from English to Braille.

Advisory Opinion 01-20

A Department of Education employee may not accept transportation, lodging, and certain entertainment expenses from a vendor to certain local school districts for "flex" account services that wishes to recognize the employee.

Advisory Opinion 01-21

An employee of the Department of Corrections may not place candy machines at her workplace in order to raise money for charity.

Advisory Opinion 01-22

An employee of the Council on Postsecondary Education may serve on the board of trustees of a private college, provided the employee is not involved in the licensing of the

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Ethics

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institution and provided the institution does not participate in programs under the employee's supervision.

Advisory Opinion 01-25

Employee organizations may provide lunch and gratuities to state employees in a non-work area of a state office building.

Advisory Opinion 01-26

A state-employed physician may accept gifts of only up to a value of \$25 from a pharmaceutical company if the pharmaceutical company is regulated by, lobbying or attempting to influence the actions of the Executive Branch state agency employing the physician.

Advisory Opinion 01-38

Employees of the Public Service Commission may not accept service from AT&T during a testing phase, unless a fair value is paid for the service.

Advisory Opinion 01-39

A Division of Water employee's ownership of a car wash that uses water provided and treated by a local treatment plant does not present a conflict of interest unless the car wash is regulated by a utility under the regulation of the Division of Water.

Advisory Opinion 01-43

An employee of the Kentucky State Police may be approved for outside employment with a trucking company provided the employee is not involved in the regulation of the trucking company. The appointing authority should review the applicable regulations when deciding whether to approve the outside employment.

To help educate the employees of your agency on provisions contained in the code of ethics, the staff of the Executive Branch Ethics Commission will provide up to a 3-hour class for your agency at no charge. These classes can be tailored to your specific agency, and include many "hands-on" activities.

To schedule a class for your agency, contact Jo Ledford at (502) 564-7954.

State Librarian Chosen for D.C. Think Tank

James A. Nelson, State Librarian and Commissioner of the Kentucky Department for Libraries & Archives (KDLA), has returned from a meeting in Washington, D.C. held in response to First Lady Laura Bush's recent national announcement of the new education initiative.

Nelson was among a small group of representatives of the American library community called to discuss the recruitment and training of librarians for the 21st century. The meeting was convened by Dr. Robert Martin, Director of the Institute of Museum and Library Services (IMLS).

Anticipating the retirement loss of as many as 68 percent of the current cohort of professional librarians by 2019, President George W. Bush emphasized the need for the IMLS to "help recruit a new generation of librarians."

The President's initiative recognizes the continuing key role of libraries and librarians in maintaining a critical flow of information in this country.

With the President's challenge in mind, the IMLS called upon American leaders in library education to begin to develop a strategy for meeting the personnel needs of libraries for the next two decades. As the first critical piece of this effort, Nelson and the other leaders developed initial ideas that will be used for subsequent public comment from the professional library community.

When Big Winds Blow, Be Safe

The best protection during a tornado or windstorm is in an interior room on the lowest level of a building, preferably a tornado safe room.

That advice and more emergency preparedness information is available from the Kentucky Division of Emergency Management's Web site at <http://kyem.dma.state.ky.us/>.

For information on building a tornado safe room in your home, visit <http://www.fema.gov/mit/tsfs02.htm>.

State Parks Offers New and Improved Lodging and Recreational Facilities

By Jim Carroll, Department of Parks

Right, the Wasioto Winds Golf Course, a championship 18-hole course, at the foot of Pine Mountain State Park near Pineville

With the approach of the summer travel season, Department of Parks employees are busy spiffing up the “nation’s finest” state park system.

State employees will find several new and improved facilities greeting them this summer. Perhaps the most noteworthy is a new 18-hole championship golf course at Pine Mountain State Resort Park near Pineville. Gov. Paul Patton dedicated the new course, named Wasioto Winds, last November. The links-style course was designed by internationally recognized course designer Michael Hurdzan of Columbus, Ohio.

Wasioto Winds is notable for its use of native plants and a turf that stays green throughout most of the year. Its location, in a valley surrounded by scenic hills, makes it one of the most eye-catching courses in the state.

The golf course at My Old Kentucky Home State Park in Bardstown also has been the scene of substantial improvements. Several holes were relocated and the course resodded, just in time for the peak golf season.

At Cumberland Falls State Resort Park near Corbin, visitors will find a new visitor’s center near the falls. The



facility serves as an orientation point for visitors. Its features include a three-dimensional map that depicts park facilities and interpretive panels that illustrate the human and natural history of the Cumberland Falls area.

Two new campgrounds were opened at the beginning of last summer. The Paintsville Lake campground offers 32 developed sites and 10 primitive sites. It is the park system’s first campground to offer direct sewer hookups. Meanwhile, Nolin State Park south of Mammoth Cave has a new 32-site campground with a scenic, lakeside location.

For more information on Kentucky state parks, call toll-free 1-800-255-PARK.

Elk Hunt Applications Due May 31

There’s just a month left before Kentucky’s second drawing for a modern-day elk permit. Hunters make note: Biologists confirm elk bigger than the current state record are wandering the hills of eastern Kentucky.

Elk returned to eastern Kentucky thanks to an ambitious restoration project launched in the 1990’s. The herd is growing large enough that a handful of hunters will be allowed to take 12 animals this year. Wildlife Division Director Jon Gassett estimates the herd will reach 2,200 animals by the fall. The large herd and small number of

hunters virtually assures a second year of 100 percent success among those drawn. It costs \$10 to apply for the elk permit drawing, which will be held this summer in Hazard. Proceeds from the drawing will fund further elk restoration efforts in the state.

Applications are available wherever hunting and fishing licenses are sold. The drawing is open to Kentucky residents and non-residents. Unlike last year’s drawing, a hunting license is not required at the time of the drawing to qualify. Application deadline is May 31.

Bobcat "Blue" Meets His Match

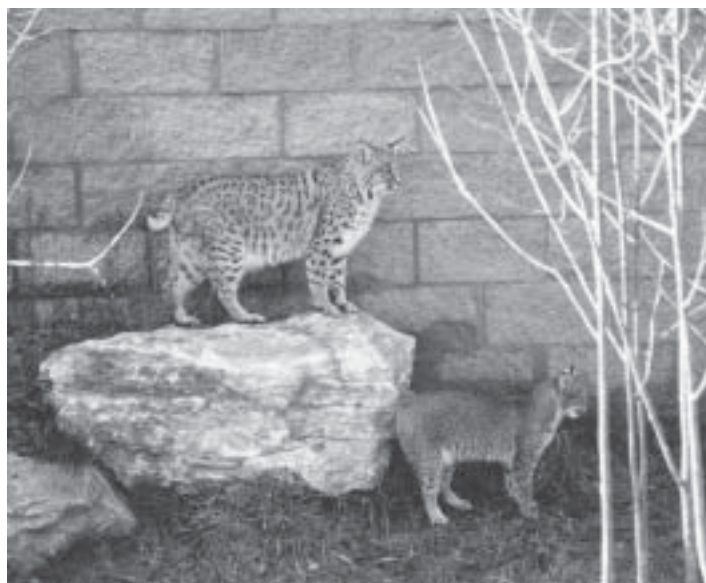
By Dave Baker, Department of Fish and Wildlife

"Blue," the official mascot of the University of Kentucky, has a stalker. She's one wild cat.

The new female bobcat — now on display at the Dr. James C. Salato Wildlife Education Center in Frankfort — is full of youthful exuberance. Poor Blue. A quiet moment in the sun usually results in an extended stalk and quick pounce from his new roommate.

Visitors crowd the viewing area to watch these two bobcats at play. It's rare that anyone has the opportunity to observe the interactive behavior of these secretive cats. The best part? Admission to the Salato Center is free. In addition to bobcats, the center has bears, elk, deer, bald eagles, buffalo, turkey and more.

Summer hours are 9 a.m.- 5:30 p.m. Tuesday-Friday; 10 a.m.- 6 p.m. Saturday; and 1-6 p.m. Sunday. The center is closed on Monday. For more information, call 1-800-858-1549, or (502) 564-7863.



Above, Blue and his new female companion

Weekend Summer Camp for Families; Registration Deadline is May 17

By Dave Baker, Department of Fish and Wildlife

Why should kids have all the fun? The whole family can experience a weekend summer camp next month among the rolling hills and forested valleys of the Jabez Leadership Center near Somerset.

Families can not only spend some quality time together, they can pick up practical outdoors skills such as camping, hiking, archery, fishing, wildlife woodworking and gun safety classes.

The weekend getaway is an outgrowth of the popular Becoming an Outdoors-Woman program, offered since 1995 by the Kentucky Department of Fish and Wildlife Resources. The program, called "BOW" for short, broke the barriers to women in the outdoors by helping them learn nature skills.

Early participants returned home with tales of too much fun.

As a result, the original BOW program expanded beyond just women. "We had a lot of women that wanted to bring their daughters and sons," explained Barbara J. Pulliam, program coordinator. "We even had husbands who wanted to come along."

Beyond BOW extends to whole families for the first time this year. The program runs from 5 p.m. Friday, May 31, to 4 p.m. Sunday, June 2. Meals and rooms at the lodge-style Jabez center are included in the cost of the program. Instructors provide special equipment needed for a class. The deadline for registration is May 17.

The Kentucky Department of Fish and Wildlife Resources will offer a series of BOW classes around the state throughout the year. For more information on rates, classes offered or future programs, contact Pulliam at 1-800-858-1549, or e-mail her at BarbaraJ.Pulliam@mail.state.ky.us.

Revenue Data Warehouse System Accesses Info for Decision Makers

By Sarah Gilkison, Revenue Cabinet

The Revenue Evaluation and Decision Support (READS) system is a data warehouse with decision support software that enables the Kentucky Revenue Cabinet to access relevant information for decision-makers from its vast amounts of data. The READS system will improve data access and integration as well as provide a historical perspective of KRC's data.

With the help of Covansys, the READS second iteration data mart (each data mart is a subset of the data warehouse) was deployed in January. The source of this data mart is Kentucky's On-Line System for the Collection of Accounts Receivable (KY OSCAR).

The data warehouse was loaded with a snapshot of the KY OSCAR data as of June 30, 2001, and monthly incremental loads from July through October have now been loaded. Monthly data loads continued for November through the current month and will continue into the future.

The warehouse now contains specific data from the Compliance and Receivable System (CARS) since June 30, 2000, and from OSCAR since June 30, 2001.

With this web-enabled technology, data is more readily available for detailed analysis with little assistance from technical support staff. The warehouse not only provides current data, but also provides a historical perspective that allows users to compare trends month-to-month and year-to-year.

This easy access to data facilitates the decision-making process and provides managers the ability to make effective policy changes and prioritize the types of work performed by employees.

We are anxious to put the warehouse to work and are eager to discuss the opportunities it presents. We are glad to discuss some of the standard reports that are available to determine if they meet your needs. We may also be able to modify the standard reports or create some custom reports to answer your specific questions.

There are a number of READS Power Users that are trained and available to assist you. Power Users are able to

interpret the data stored in the data marts and create custom report templates. There are also a number of users that have been trained as READS Basic Users. Basic Users have the ability to modify and run standard reports with some limitations.

For more information, send an e-mail request to *KRC READS Power Users* or call Melody Tudor at (502) 564-3371, ext. 4185, or Jesse Jordan at (502) 564-3111, ext. 4273. A help desk is also available to assist with administrative or technical problems.

The help desk can be reached by calling (502) 564-9382, ext. 4828 or ext. 4827, or by sending an e-mail to *KRC READS Help Desk*. For those who already have access to MicroStrategy, we are in the process of adding a link to a frequently asked questions document and a support log to the Metadata.

More detailed information about the READS project can be found on *RevWeb* under *Inside Scoop*.

one-ky.com: New Economy Front Door

Kentucky's Office for the New Economy recently rolled out a Web site, <http://www.one-ky.com>, aimed at highlighting Kentucky as an exciting and smart place to do business.

The site's content includes a regularly updated spotlight column featuring activities related to the "knowledge-based" economy in Kentucky, information on science and research in the state, and sections for entrepreneurs and investors.

Parents and teachers may find one feature, the role model program, especially appealing. The feature is a series of articles highlighting Kentucky's entrepreneurs and researchers who can serve as role models for children.

Currently featured is Dr. Roberto Campos-González, who says he broke his family's "6th grade barrier."

Fight Insurance Fraud

By Eva Smith-Carroll, Department of Insurance

Why should you care about insurance fraud?

You should care because even if you avoid being cheated directly, insurance fraud takes money out of your pocket. Experts estimate that each American family pays more than \$1,000 each year in higher premiums and increased costs of goods and services because of insurance fraud.

Insurance fraud involves deliberate theft and/or dishonesty. Examples of fraud include:

- ◆ A policyholder lying on an application or claim
- ◆ An agent stealing premiums
- ◆ A health-care provider turning in false medical bills
- ◆ An unlicensed company selling bogus health insurance

How do you protect yourself against insurance fraud?

Check credentials. Make sure your agent or broker is licensed and the company is authorized to do business in Kentucky. You can check agent and company licenses on

the Kentucky Department of Insurance (DOI) Web site at <http://www.doi.state.ky.us/kentucky>.

Be an informed insurance consumer. Learn more about insurance issues by reading DOI publications (available on the DOI Web site or by calling the department) or consumer guides at your local library. Read your policy and become familiar with your benefits.

Pay attention to paperwork. Fill out applications and claim forms truthfully and completely. Don't sign blank applications or claim forms. Don't pay premiums in cash. Keep copies of all insurance records in a safe place.

Report any attempts to victimize you or involve you in a scam. If you are suspicious for any reason -- such as a deal that sounds too good to be true -- walk away, and report your suspicions.

To report allegations of fraud, contact the Insurance Fraud Division of the Kentucky Department of Insurance at 1-800-595-6053 (564-1461 in Frankfort). Fraud reporting forms are also available online at the DOI Web site.

Computer Tips From GOT

Submitted by Scott Render, Governor's Office for Technology

Saving Strokes

Most computer programs give you different ways to accomplish the same thing. Once you learn the shortcuts, you wonder why you didn't do it that way before!

Below are a few computer shortcuts and tips for helping you work more efficiently:

Excel Tip (Versions 95, 97, and 2000)

Viewing Your Formulas

There are times when you need to temporarily view all the formulas you used in a worksheet. To do this in a simple way, press Ctrl + ' (grave, not apostrophe!).

To clear the formulas just press Ctrl + ' again.

Outlook Tip (Versions 98 and 2000)

If you are the sender of a message, but you want the replies to go to someone else, you can have Outlook perform that task for you.

To have replies sent to someone else:

1. Create a message.
2. Click on the **Options** button
3. Select the **Have replies sent to** check box
4. Type the name of another person, or click **Select Names** to select from a list.

Look for additional time-saving tips in future issues of *Communiqué*.

Cabinet Comments

Department of Insurance

Glenn Jennings has been appointed deputy commissioner for health insurance in the Department of Insurance. Formerly a deputy commissioner in the Department for Medicaid Services, Jennings has more than 20 years of experience in the health care field, where he has specialized in financial management and information processing.

He served as a consultant to TennCare, Tennessee's state operated managed-care program, and later served as the agency's director of operations and acting bureau chief. He also worked for First Health Services Corp., based in Tennessee and Virginia.

Jennings has a bachelor's degree in sociology and psychology from Western Kentucky University. He's a native of Hancock County.

Public Service Commission

Andrew Melnykovich was appointed director of communications for the Public Service Commission effective March 1. He holds a bachelor's degree in biology and a master's degree in forest sciences, both from Yale, and also has extensive experience in journalism and public relations.

Prior to joining the PSC, Melnykovich was an independent communications consultant, and was a senior account manager in public affairs at a Louisville advertising and public relations firm. From 1990 to 1999, he was the environmental writer for The Courier-Journal, and was previously the environmental writer and Washington, D.C., reporter for the Casper (Wyoming) Star-Tribune.

Justice Cabinet

Lisa Carnahan has been appointed director of communications in the Justice Cabinet's Department of Corrections, a position recently vacated by Pamela Trautner.

Carnahan has nearly 20 years of experience in working with the media. She most recently served as member services director for the Kentucky Press Association, where she also served as the director of the Kentucky High School Journalism Association and as news bureau director.

She was with the *Harlan Daily Enterprise* for 10 years, including service as executive editor.

Department of Workers' Claims

Larry Greathouse was appointed commissioner of the Kentucky Department of Workers' Claims, the agency that oversees the state's workers' compensation program.

A 1963 graduate of Berea College, Greathouse received a law degree in 1969 from the University of Kentucky. He has an extensive background in law and workers' compensation.

He was previously deputy secretary of the Justice Cabinet, a position he assumed Aug. 1, 2000, and assumed his duties with Workers' Claims March 16. Before joining the Justice Cabinet, Greathouse served three terms on Kentucky's Worker's Compensation Board, and was named chair of the board in January 1999.

Between obtaining his undergraduate degree and beginning law school, he was a special research assistant to the President of Berea College. He was appointed special assistant to the governor for legal affairs during the administration of Wendell H. Ford.

Articles contained in this newsletter were submitted by respective agency information liaisons. To submit articles, contact your agency's liaison.

Comments and suggestions are always welcome.
Call 502-564-3433 or 1-800-471-1753, or e-mail
MargaretA.Harney@mail.state.ky.us.

Tina Johnson
Executive Editor

Margaret Davis Harney
Managing Editor
Design Coordinator

Garry Redmon
Title Design

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